



# TRICARE Consumer Watch

Region 1 ♦ Reporting Period April 2000 to March 2001

Region 1: Sample size - 2,876 Response rate - 41.8%

MHS: Sample size - 25,368 Response rate - 37.6%

## Inside Consumer Watch

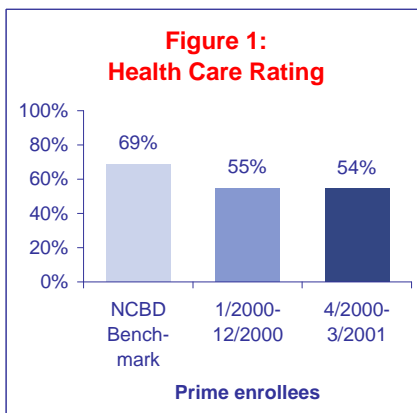
TRICARE Consumer Watch is a brief summary of what TRICARE Prime enrollees in your region say about their healthcare. All data are taken from the Health Care Survey of DoD Beneficiaries (HCSDB)<sup>1</sup>. The HCSDB uses questions from the Consumer Assessment of Health Plans Survey (CAHPS)<sup>2</sup>, a survey designed to help consumers choose among health plans. Every quarter, the questions are asked of a representative sample of TRICARE beneficiaries and the results are reported in this publication. In addition, each quarter Consumer Watch includes a special report on a different topic.

Page one contains 3 ratings and 6 composite scores that describe beneficiaries' experiences with their healthcare. Scores are compared with benchmarks taken from the National CAHPS Benchmarking Database (NCBD)<sup>3</sup>, which contains results from surveys given to thousands of beneficiaries by hundreds of civilian health plans.

Page two presents intent to disenroll by current Prime enrollees, preventive care rates compared with Healthy People 2010 goals and a special report on TRICARE use by retirees age 65 or over.

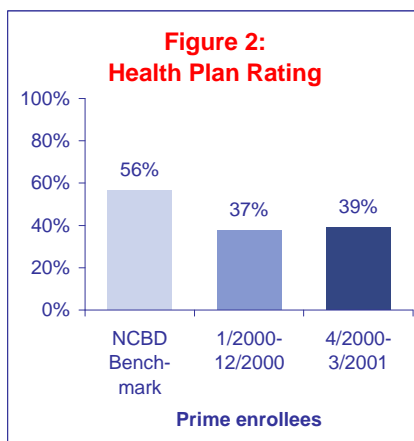
## Health Care

Prime enrollees who used healthcare between April 2000 and March 2001 were asked to rate their healthcare from 0 to 10, where 0 is worst and 10 is best. Figure 1 shows the percentage who rated their care 8 or above.



## Health Plan

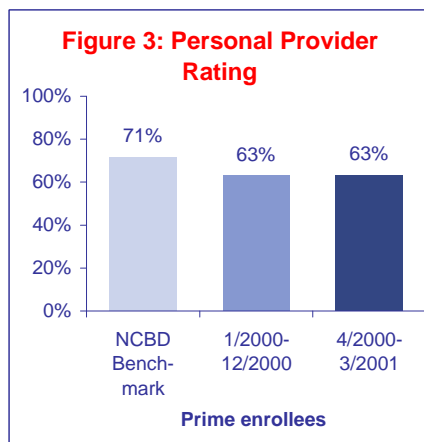
Prime enrollees were asked to rate their health plan from 0 to 10, where 0 is worst and 10 is best. Figure 2 shows the percentage who rated their plan 8 or above.



## Personal Provider

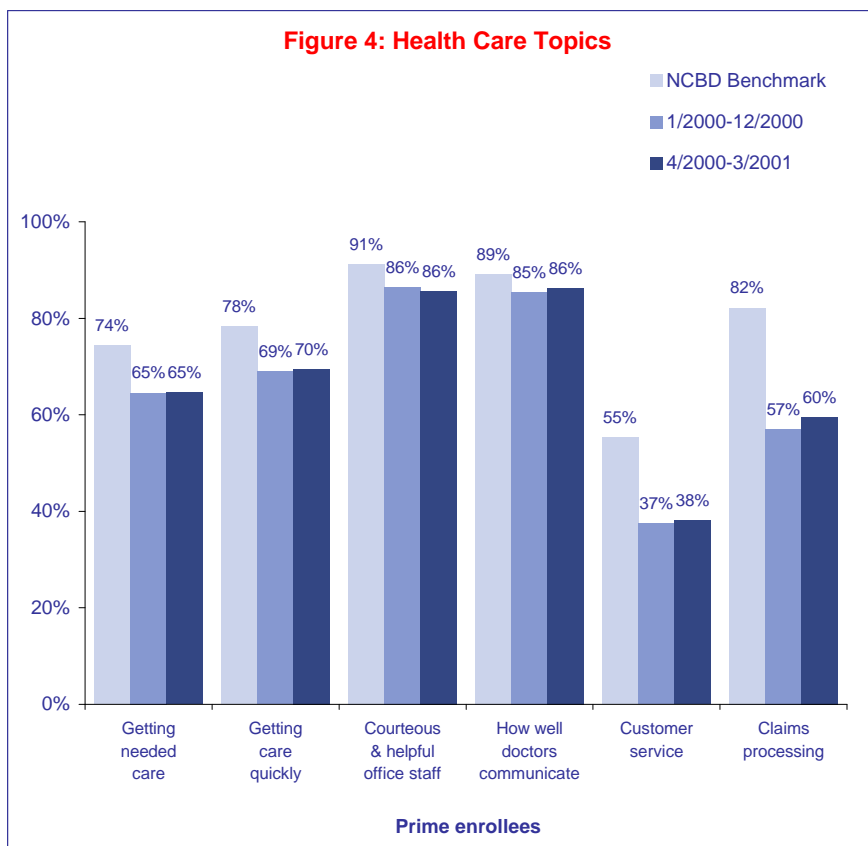
Prime enrollees who have a personal provider were asked to rate their personal provider from 0 to 10, where 0 is worst and 10 is best.

Figure 3 shows the percentage who rated their doctor 8 or above.



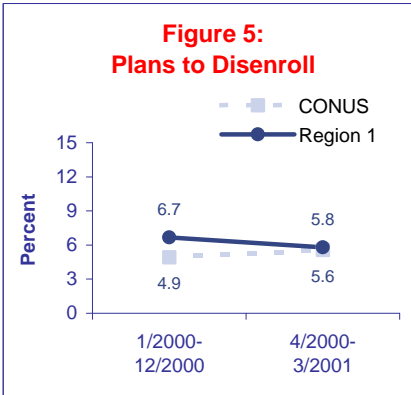
## Health Care Topics

Health Care Topics are six composite scores that average together the results of related questions. Each score represents the percentage who "usually" or "always" got the treatment they wanted or had "no problem" getting the desired level of service.



## Plans to Disenroll

Enrollees were asked whether they plan to disenroll from Prime. Figure 5 shows the percentage of retirees and family members of active duty or retirees who plan to disenroll.



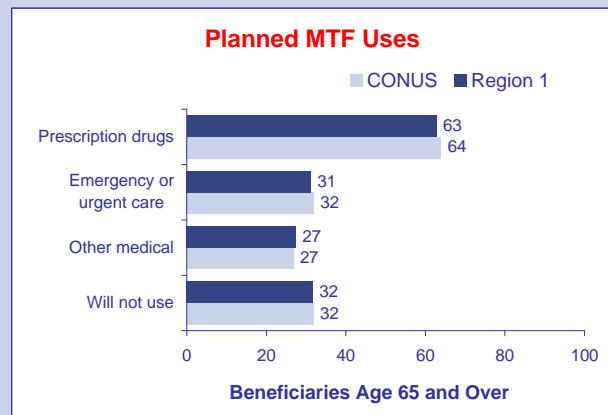
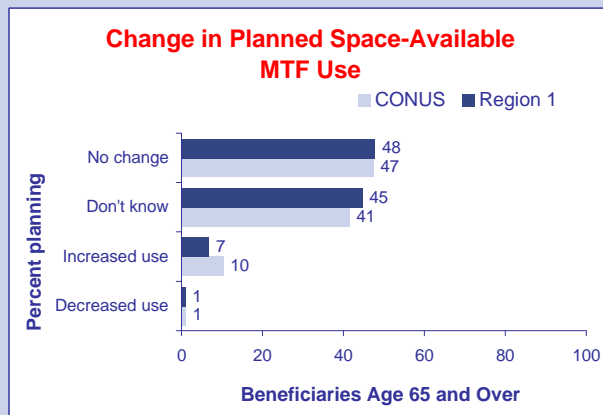
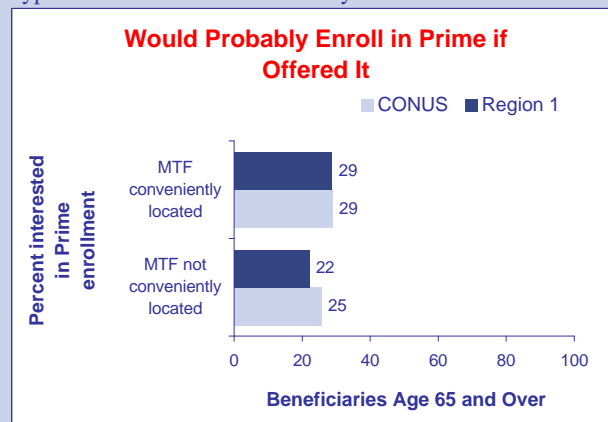
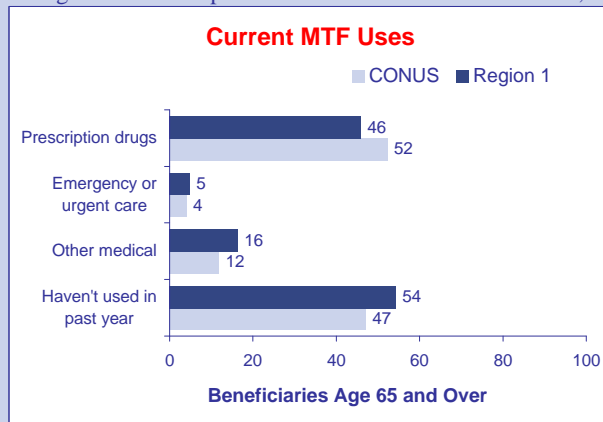
## Preventive Care

Type of Care	1/2000 to 12/2000 Rate	4/2000 to 3/2001 Rate	4/2000 to 3/2001 vs. 1/2000 to 12/2000	Healthy People 2010 Goal	4/2000 to 3/2001 vs. Healthy People 2010 Goal
Mammography (women ≥ 40)	87	84 (273)	.	70	↑
Pap Smear (women ≥ 18)	92	95 (596)	.	90	↑
Hypertension (all adults)	82	87 (1200)	.	95	↓
Flu Shot (adults ≥ 65)	81	57 (106)	.	90	.
Prenatal Care (pregnant women)	96	86 (53)	.	90	.

In the Preventive Care table, up arrows (or down arrows) mean that the 4/2000 to 3/2001 score is statistically significantly higher than (or lower than) the 1/2000 to 12/2000 score or the Healthy People 2010 goal benchmark. If there is no arrow, the difference is not significant.

## Special Report: Population Over Age 65

This quarter's special report looks at the current military treatment facility (MTF) use by non-enrolled retirees who are over age 65 and at their planned response to new benefits offered through TRICARE for Life. The first graph shows how beneficiaries age 65 and over currently use MTFs, including filling drug prescriptions, emergency/urgent care and other medical care. The remaining graphs show the proportion of these retirees who say they would probably or definitely enroll in Prime if offered it, the proportion who intend to change their use of space-available MTF care in the future, and the types of health care for which they intend to use MTFs.



\* Not shown due to small sample size.

<sup>1</sup> For more information on the HCSDB go to <http://www.tricare.osd.mil/survey/hcsurvey>

<sup>2</sup> For more information on CAHPS go to <http://www.ahcpr.gov/qual/>

<sup>3</sup> For more information on the NCBD go to <http://ncbd.cahps.org/>